

JANUARY 2008

DDRS *Connections*

THE DIVISION OF DISABILITY & REHABILITATIVE SERVICES

INSIDE *this* ISSUE

- 2 Message from the editor
BDDS Milestone
DDRS Guiding Principles
- 3 First Steps Provides Hope
DDB Leads the Nation
Outreach Expands
- 4 BRS Restructuring
- 5 BDDS New Provider Process
New Provider Orientation
Koleszar Receives Award
- 6 Introducing OASIS
Cutting-Edge Case
Management
- 7 DDRS Calendar for January
February and March
Glaucoma Awareness Month
- 8 DDRS Fact Sheet
DDRS 2007 Highlights

Making Connections



Peter A. Bisbecos
DDRS Director

January 2005 marked the beginning of the current administration and the Division of Disability & Rehabilitative Services (DDRS) Vision 20/10 initiative designed to improve supports and services to individuals across the state. From the closing of Fort Wayne State Developmental Center to reducing the waiver wait list and bringing new people into services– DDRS is involved in many initiatives and restructuring projects all designed to help us better connect with our consumers and those who support them.

Never before has there been a time when advancements in technology and available resources come together with the momentum of a team so committed to making a difference. DDRS Connections will strive to provide you with a sneak preview of new initiatives as well as ongoing status reports of programs and services in progress. You will see numerous examples of how we are moving toward a more efficient, consumer-centered agency while ensuring compliance with federal regulations.

We are very excited about the changes that will take shape this year. With the transition to a new service delivery system under the Objective Assessment System for Individual Supports (OASIS) model, DDRS will be providing numerous communications before, during and after implementation on July 1, 2008. These updates will be posted in bulletins, press releases, online, as well as in presentations that will be scheduled. We appreciate your patience during the pilot and implementation phase and pledge to do all we can to minimize inconvenience.

We look forward to keeping you apprised of our progress in all of DDRS and what to expect in the coming months. In addition to this newsletter, www.DDRS.in.gov now includes updated information about our programs and services including a dedicated OASIS page. This page includes project information including the latest updates and bulletins designed to make getting information easier during the transition.

We want to strengthen our connection with you and encourage you to email and let us know how we are doing at DDRS.Communications@fssa.in.gov. ◀



The Division of Disability & Rehabilitative Services (DDRS) is a branch of the Indiana Family & Social Services Administration (FSSA)

www.DDRS.in.gov

Page 1

Welcome!

Welcome to the inaugural issue of “DDRS Connections”, the quarterly e-newsletter of the Division of Disability & Rehabilitative Services.

In the spirit of staying connected, we’ve decided on the name **DDRS Connections**. This e-newsletter signifies yet another mode of connection from DDRS to consumers, families, providers, advocates and all who support individuals with disabilities in the State of Indiana.

We are delighted to launch this new channel of communication that aims to convey the latest news and messages right to you.

In this and future issues, you will read the latest regarding policy and initiatives, as well as stories of how our programs and services are making a positive difference in the lives of individuals with disabilities. Where possible, we will include links to email addresses and websites where you can find information, provide feedback, and learn more about a particular topic.

Through this e-newsletter we hope to make a lasting connection with you. Our website, www.DDRS.in.gov, is your source for the most up-to-date DDRS information and we encourage you to visit regularly.

Your Editorial Team

Danielle Smith, DDRS Communications Director
Lauren Auld, FSSA Media Relations Director

BDDS Now Serving More Than 10,000 Individuals on Waivers

In January 2008, the Bureau of Developmental Disabilities Services (BDDS) broke the 10,000 mark for people receiving Home and Community-Based Services (HCBS). This includes individuals with developmental disabilities who are receiving services on the Developmental Disabilities (DD) Waiver, Autism Waiver and Support Services (SS) Waiver.

“This is a tremendous milestone, however, we won’t stop now,” says Peter Bisbecos, DDRS Director, “we will continue to work diligently to reduce the wait list and secure services for as many people as fiscally possible.”

In addition to reducing the waiting list, DDRS now has two new priority criteria to bring people into services. Individuals with a primary caregiver who is 80 years of age or older are eligible for the DD waiver. Individuals who are 18-24 and have transitioned out of educational settings are eligible for the SS Waiver.

Visit your local BDDS district office to learn about the application process for Indiana Medicaid Home and Community-Based Waivers. A listing of BDDS district offices are online at www.in.gov/fssa/ddrs/5405.htm.

We have a new, easy to remember website URL.
Learn about DDRS programs and services at:

www.DDRS.in.gov



DDRS Guiding Principles: *Turning Our Words into Action*

Self-Advocacy—Self Direction

DDRS, in partnership with the Self-Advocates of Indiana (SAI), encourages people with disabilities to say “I can stand up for my own rights, be in charge of my life and be treated with respect.” This is self-advocacy. People with disabilities have the right to make the decisions that shape their life today and tomorrow; this is self-direction. Visit www.saind.org to learn more about the SAI.

Quality Integration—Quality Outcomes

A consumer-centered system measures a service or program by its ability to achieve quality outcomes for the individuals being served. This is accomplished by integrating quality into each interaction with, and for the benefit of, the individuals we serve.

Work First—Meaningful Day

Like everyone, people with disabilities and other challenges need meaningful activities to be fulfilled and productive citizens in their communities. Individuals who have the ability and desire to work should have the opportunity to do so. Those who cannot or choose not to work should be provided the option to participate in activities that give meaning and purpose to their day.

Dignified Risk—Risk Management

Within appropriate limits, persons with disabilities and other challenges should be provided with the opportunity to take risks and learn from a full range of life experiences; both the successes and the disappointments. In addition, the state seeks to work with families and providers to develop tools and assistance to help maintain the health and welfare of all consumers as they become fully integrated into the community.

First Steps Early Intervention Services Provide Hope for Hoosier Children

Erica Hahn knows what a difference early intervention can make. Her 18-month-old son, Spencer, has cerebral palsy and is missing two-thirds of the left side of his brain. At nine months, he could not sit by himself. Now, after a year of First Steps therapies, he is walking, jumping and talking.

“Every time I see Spencer do something that doctors said he would never do, I can’t help but think he will owe many of his accomplishments in life to his First Steps therapists,” Hahn says.

Indiana’s First Steps System is a family-centered, locally-based system that provides early intervention services to infants and young children with disabilities or who are developmentally vulnerable. By coordinating locally available services, First Steps is working to give Indiana’s children and their families the widest possible array of early intervention resources.

First Steps brings together families and professionals from education, health and social service agencies. Families who are eligible to participate in Indiana’s First Steps System include children ages birth up to three years who are experiencing developmental delays and/or

have a diagnosed condition that has a high probability of resulting in developmental delay.

“Our goal is to help children with developmental delays as soon as possible. The earlier we intervene, the more progress we will see in a child,” says **Stacy Holmes, LPCC**, program director for Central Indiana First Steps. “The brain develops more in the first three years of life than at any other time. It’s the best window of time to have a positive impact.”

For children like Spencer, early intervention can mean a significantly delayed child will achieve their highest potential. For children with milder delays, they can catch up to age-appropriate skills and may never need services again. Either scenario makes a significant difference in the lives of Hoosier children and their families.

When should parents look into First Steps? “Research indicates that when parents have a concern, they’re usually right,” Holmes says. “We encourage parents to go with their gut feelings.”



Indiana DDB Leads the Nation in Productivity

Federally mandated and funded, the Indiana Disability Determination Bureau (DDB) performs the medical adjudication of Social Security Disability claims for the citizens of the State of Indiana. For the fourth year in a row, the Indiana DDB led the entire nation in Productivity per Work Year (PPWY) and had the one of the lowest overall average processing times for Title 2 and Title 16 claims. DDB is committed to ensuring that Indiana residents wait less time to receive a decision on their claims than residents of any other state.

“Our team of 300 employees is dedicated to meeting goals and exceeding expectations,” said **Pat Carew-Ceesay**, DDB Director. “I am proud of the fact that, year after year, we continue to excel even when faced with challenges such as making the move to a paperless system and being called upon by the Social Security Administration to assist other states.”

Read more about the Indiana DDB online at: www.in.gov/fssa/ddrs/6670.htm.

Outreach Expands Statewide

Now operating accross Indiana with offices in Bloomington, Clarksville, Columbus, Evansville, Ft. Wayne, Hobart, Indianapolis, Madison, and South Bend,

Outreach Services provides state-of-the-art technical assistance including psychiatric consultation and staff training in the areas of:

- Occupational, physical, and speech therapies
- Behavior management
- Dietary and health services

Contact Outreach to make a referral for an appointment or for additional information:

Central: 1-866-406-7134 or tlewis@awusa.com

North: 1-866-429-5290 or cdeluna@awsusa.com

South: 1-812-265-7493 or robin.stearns@fssa.in.gov

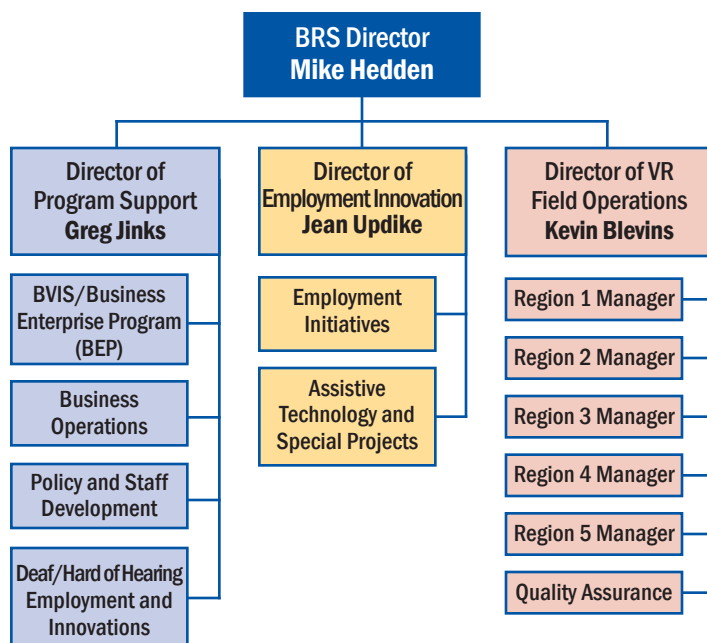


BRS Restructuring Results in Administrative Efficiencies

Established two years ago, the Bureau of Rehabilitation Services (BRS) is an important vehicle designed to coordinate delivery of services between Vocational Rehabilitation Services (VRS), Blind and Visually Impaired Services (BVIS), and Deaf and Hard of Hearing Services (DHHS). Operating as three independent services proved inefficient in numerous aspects. The recent reorganization will provide increased focus in the areas of business programs and support functions, employments and economic development, and field operation.

Created in compliance with a state statute, the goal for the 'new' BRS is to be a seamless statewide delivery system with a primary focus on optimizing outcomes for Indiana citizens with disabilities by increasing employment and independent living opportunities.

New BRS Organizational Structure:



Previously, BRS Director **Mike Hedden** supervised ten staff, requiring deep involvement in day-to-day operations. This old structure placed a strain on management by requiring oversight of a broad range of unrelated business functions. The new BRS structure mirrors DDRS administrative structure which allows for improved coordination between BRS and its DDRS counterparts as well as creating potential administrative cost efficiencies. As the BRS Director, Mike will supervise

three directors who have each been assigned to manage the specific areas of responsibility described below:

Program Support

Greg Jinks, Director of Program Support, oversees all fiscal and special program support functions of BRS. Among Greg's responsibilities includes: BVIS, DHHS (including innovation for services not included in DHHS legislation), the Business Enterprise Program (BEP) (including Blind Vending Enterprise Programs (BVEP)), policy and staff development, support of mandated councils such as Rehabilitation Services Council, ICOIL, and the Blind Vendors' Association.

Employment And Program Innovation

Jean Updike, Director of Employment and Program Innovation, oversees the development, implementation and ongoing evaluation of major projects involving employment opportunities for individuals with disabilities. Jean manages the Social Security Administration (SSA)-VR Program and ensures coordination with other state and private partners. Overseeing Indiana VRS' participation in the Rehabilitation Services Administration (RSA) sponsored National Employment Network, Jean is responsible for incorporating national best practice trends into all BRS functions. In addition, Jean works with field operations to improve provider and advocate relations, and leading joint employment initiatives between BDDS, DMHA and OMPP.

Field Services

Kevin Blevins, Director of Field Operations, oversees leadership and direction for the VRS field delivery system and supervises five region managers with oversight of three hundred field-based supervisors, VRS counselors and secretaries. Primarily responsible for appropriate implementation and management of projects and other system change initiatives at the field level, Kevin ensures appropriate staff development and staffing levels and makes recommendations to the BRS Director to advance client service delivery. Through relationships with providers and advocates across the state as well as with BDDS and other state agencies, Kevin establishes appropriate performance metrics and continually seeks to improve cost-effectiveness and efficiency of VRS, including 'virtual offices'. ⚡

BDDS New Provider Application Process

The Bureau of Developmental Disabilities Services (BDDS) is currently accepting applications for new service providers for all districts statewide. Attendance at a New Provider Orientation is mandatory for anyone interested in beginning the application process.

The BDDS provider enrollment process applies to the following services:

- Adult Day Service
- Adult Foster Care
- Applied Behavior Analysis
- Behavioral Support Services/Behavioral Management
- Community Transition Services
- Day Services, Environmental Modifications
- Family and Caregiver Training Services
- Personal Emergency Response System Supports
- Rent and Food for Unrelated Live-in Caregiver Supports
- Residential Habilitation and Support Services
- Respite Care Services
- Specialized Medical Equipment and Supplies
- Therapy Services: Music, Occupational, Recreational, Physical, and Speech-Language

If you qualify to provide any of the above services and are interested in becoming a BDDS provider, first visit our website at www.ddrs.in.gov to review the requirements and to become familiar with Indiana Code 460. ⚡

2008 BDDS New Provider Orientation Schedule

Orientation Sessions are at the Indiana Government Center South at 402 W. Washington Street, in the Auditorium. Registration is at 8:30 a.m. and the orientation session is from 9:00 a.m. to 4:00 p.m. You will get a one-hour lunch break (lunch on your own).

Session I: Tuesday March 11, 2008

Deadline to RSVP: Tuesday, February 27, 2008, 4:00 p.m.

Proposal Deadline: Friday, April 11, 2008, 4:00 p.m.

Session II: Tuesday, June 10, 2008

Deadline to RSVP: Tuesday, May 27, 2008, 4:00 p.m.

Proposal Deadline: Friday, July 11, 2008, 4:00 p.m.

Session III: Wednesday, Sept. 3, 2008

Deadline to RSVP: Wednesday, Aug. 27, 2008, 4:00 p.m.

Proposal Deadline: Friday, Oct. 11, 2008, 4:00 p.m.

Session IV - Wednesday, Dec. 3, 2008

Deadline to RSVP: Wednesday, Nov. 26, 2008, 4:00 p.m.

Proposal Deadline: Friday, Jan. 9, 2009, 4:00 p.m.

It is important to note that the meters in front of the Government Center are only available until 3:00 p.m. and are restricted to a two hour time limit. Plan to arrive early and park in one of the nearby public parking lots at the Eiteljorg Museum, The Marriott or Circle Centre Mall.

If you have questions about the application process or wish to RSVP, email Arnetta.Jackson@fssa.in.gov.



Koleszar Receives Leadership Award

Vocational Rehabilitation (VR) supervisor Theresa Koleszar was awarded the Indiana Association of Persons in Supported Employment (IN-APSE) Leadership Award in December. Nominated by an Easter Seals Crossroads representative for her dedication and innovation in assisting her clients in their pursuit of employment, Theresa was recognized for her leadership and vision in promoting integrated employment for persons with disabilities.

Congratulations, Theresa!

Introducing “OASIS”

What is OASIS?

OASIS is an acronym for a new statewide initiative:

**Objective
Assessment
System for
Individual
Supports**

DDRS is developing an objective assessment process, an individual resource allocation model, and standardized reimbursement rates. Redesigning the system to focus on fair and equitable access to services for all consumers in Indiana, OASIS includes a planning process for personal supports which will be integrated into the provider billing process, reimbursement rates, and quality assurance systems that is based on consumer choice and self/family advocacy.

When does it start?

The timeline for OASIS Pilot Phase Implementation begins in January 2008 and officially rolls out to the remainder of the state starting July 2008.

January 1, 2008

New pilot rates in effect for RHSS, Adult Foster Care, Respite, and Behavior Management—BDDS District 4 only.

March 1, 2008

New pilot rates for Days, Supported Employment, and all other Therapies—BDDS District 4 only.

July 1, 2008 – December 31, 2009

OASIS officially starts. Consumers will be converted to OASIS as their individual annual date comes due.

Where can I find more information?

You may contact the OASIS-ICAP Help line at:

OASIS-ICAPHelp@fssa.in.gov, or call **317-234-5222**

(Indianapolis) or Toll Free: **1-888-527-0008**. ◀

Cutting-Edge Case Management

Indiana Professional Management Group (IPMG) recently held a company-wide event focusing on the education and “best practices” of case management successes in the State of Indiana. Found to be cutting-edge and ahead of the curve in comparison to programs in other states, case management experts have praised IPMG for their many accomplishments for Indiana consumers.

IPMG was formed in 2005 in response to a vision of greater leadership and care for individuals receiving services on the Developmental Disabilities (DD), Autism and Support Services (SS) Waivers in Indiana. Since that time, IPMG has made tremendous strides in elevating the standards of case management to affect a positive change in the lives of the people they serve.

Working closely with DDRS, IPMG has formed a powerful partnership that has resulted in an increased number of individuals receiving services, moving nearly 1,000 individuals from the waiting list to active waiver participant status.

“Indiana’s strong commitment to people with developmental disabilities is evident,” said **Rich Metzger**, Managing Director of IPMG. “DDRS and IPMG are united in assisting people with developmental disabilities to achieve their hopes and dreams and thrive in their communities. By combining elevated, person-centered case management expertise with the power of 21st Century communication systems, we have been able to achieve tremendous results for people receiving waiver services throughout the state.”

IPMG has also launched support systems for consumers and providers such as: the INSync System and the Powerful Parents & Consumers Network. These programs have proved successful in connecting caregivers, consumers and providers, resulting in opening the lines of communication for better care.

In continuation of providing quality care, IPMG and DDRS remain committed to the institution of best practice standards through integrity, creativity and an affective partnership. ▶

For more information about IPMG, visit www.gotoipmg.com.

January

January is:

- National Birth Defects Prevention Month
- Glaucoma Awareness Month

- 1 New Year's Day (State Offices Closed)
Autism Waiver-annual start date
OASIS Pilot Rates (BDDS District 4) in effect
- 21 Martin Luther King, Jr. Day (State Offices Closed)
- 25 FSSA Quarterly Financial Review, 9:00 a.m. to 4:30 p.m. (DDRS 10:00 a.m. to 11:00 a.m.), Government Center Auditorium

February

February is:

- American Heart Month
- Black History Month
- Low Vision Awareness Month

- 1-7 National Patient Recognition Week
- 7-14 National Congenital Heart Defect Awareness Week
- 12 Lincoln's Birthday (State Offices Open)
- 20 RSVP Deadline to attend BDDS New Provider Orientation
- 22 Washington's Birthday (State Offices Open)

March

March is:

- Developmental Disabilities Month
- Professional Social Work Month
- Brain Injury Awareness Month

- 1 OASIS Pilot Rates (BDDS District 4), Phase II in effect
- 5 BDDS New Provider Orientation: Registration, 8:30 a.m., Session, 9:00 a.m. to 4 p.m., Government Center Auditorium
- 9 Begin Daylight Savings Time
- 10 Employee Appreciation Day
- 20 Good Friday (State Offices Closed)

The Bureau of Rehabilitation Services (BRS) would like you to know that January is

**Glaucoma
Awareness
Month**

DID YOU KNOW?

Glaucoma is the leading cause of preventable blindness. In the most common form, there are virtually no symptoms. Vision loss begins with peripheral or side vision, so if you have glaucoma, you may not notice anything until significant vision is lost. The best way to protect your sight from glaucoma is to get a comprehensive eye exam.

Source: The Glaucoma Research Foundation

Read more glaucoma facts online at www.glaucoma.org.



DDRS

Division of Disability & Rehabilitative Services

www.DDRS.in.gov

DDRS is a branch of the Indiana Family & Social Services Administration (FSSA). The following mission, vision and guiding principles are a benchmark to both leadership and staff as they seek to proactively support individuals with disabilities and rehabilitative needs.

Mission

DDRS facilitates effective partnerships which enhance the quality of life for the people we serve in the communities and pursuits of their choice.

Vision

Vision 20/10: Life Span Empowerment

DDRS will provide continuous support and life-long commitment for citizens in need of disability and rehabilitative supports in the State of Indiana, today and in the future.

Guiding Principles

- Self-Advocacy—Self Direction
- Quality Integration—Quality Outcomes
- Work First—Meaningful Day
- Dignified Risk—Risk Management

Programs & Services

- Bureau of Child Development Services - First Steps
- Bureau of Developmental Disabilities Services (BDDS)
 - INTrain (Direct Support Professional Training Initiative, in pilot phase)
- Bureau of Rehabilitation Services (BRS)
 - Blind and Visually Impaired Services (BVIS)
 - Deaf & Hard of Hearing Services (DHHS)
 - Vocational Rehabilitation (VR)]
- Bureau of Quality Improvement Services (BQIS)
 - Crisis Management Services
 - Outreach Services
- Disability Determination Bureau (DDB)
- Objective Assessment System for Individual Supports (OASIS)

Division Of Disability & Rehabilitative Services

402 W. Washington Street, W451 • Indianapolis, IN 46204

Phone: 317- 232-7000 • Toll Free (Indiana): 1-800-545-7763 • Fax: 317-232-1240

Email: DDRS.Communications@fssa.in.gov • Website: www.DDRS.in.gov

DDRS 2007:

A Year of Accomplishment!

- Ft. Wayne State Developmental Center (FWSDC) closes 5-1/2 months ahead of schedule; money saved put toward getting new people into services
- Prior to the current administration there had been no significant reduction in the wait list since 2002. The present administration has brought more than 600 people into services with plans to hit 3000
- Improvements to case management, including quality oversight and the consolidation from 400 individuals and 100 companies to just one; brings attention to DDRS as national model
- Restructuring of BVIS, DHHS, and VR into BRS results in significant administrative savings; lower than any VR agency in the nation. Cost savings enables BRS to assist more people
- In April 2007, the Indiana DDB received its third consecutive Social Security Administration Commissioner's Citation for outstanding performance amidst increasing workloads and other challenges
- Coordinated by the Indiana Institute on Disability & Community (IIDC), INTrain is a partnership between DDRS, IVYTech College and 9 provider agencies. The initiative, currently in a 3-year pilot phase, will implement a training system for direct support professionals (DSP) beginning with a Human Services certificate program at IVYTech State College. DSP's will be able to earn transferrable credits toward an advanced degree.
- Outreach and Crisis Management Services help DDRS to identify industry trends and best practices, provide proactive supports, crisis intervention, and plan for the future